

## ITSM20F<sup>Q&As</sup>

IT Service Management Foundation based on ISO/IEC 20000

**Pass EXIN ITSM20F Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/itsm20f.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

What would increase the amount of detail in the Configuration Management Database (CMDB)?

- A. Increasing the scope of the CMDB
- B. Increasing the number of attributes of each Configuration Item (CI) in the CMDB
- C. Increasing the number of records in the CMDB
- D. Increasing the use of the CMDB

Correct Answer: B

---

**QUESTION 2**

Which aspect of the IT-Service Industry is considered to be one of the most important, but also one of the most difficult?

- A. constant quality
- B. incorporating technological innovations
- C. innovating the way services are provided
- D. methodological order based on best practices

Correct Answer: A

---

**QUESTION 3**

What is a Configuration Baseline?

- A. A benchmark of the service provider's capability
- B. A configuration audit report
- C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time
- D. The change requests allocated to a release

Correct Answer: C

---

**QUESTION 4**

Which process or function is responsible for supplying first-line support and assistance in daily use of IT services?

- A. Availability Management

- B. Incident Management
- C. Service Desk
- D. Service Level Management

Correct Answer: C

---

## QUESTION 5

Which process has the goal to maintain and improve rr Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

- A. Availability Management
- B. Financial Management for IT Services
- C. IT Service Continuity Management
- D. Service Level Management

Correct Answer: D

[Latest ITSM20F Dumps](#)

[ITSM20F PDF Dumps](#)

[ITSM20F Exam Questions](#)